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TO	Examiner Michael S.A. Delgado United States Patent and Trademark Office	703-872-9306	703-305-8057

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RE U.S. Application No. 09/593,978  
Entitled: APPARATUS AND METHOD FOR COMPANY REPRESENTATIVES TO  
MONITOR AND ESTABLISH LIVE CONTACT WITH VISITORS TO THEIR WEBSITE  
Filed: June 13, 2000  
Our File No.: EPI-023 US (7008082001)

## MESSAGE

## Certificate of Mailing/Transmission (37 C.F.R. § 1.8(a)):

[X] Pursuant to 37 C.F.R. § 1.6(d), I hereby certify that this paper and all enclosures are being sent via facsimile on the date indicated below to the attention of Examiner Michael S.A. Delgado at Facsimile No. (703) 872-9306.

Dated: November 25, 2003

Name of Person Certifying:

Printed Name: Carolyn Tobias

## Enclosed:

- Transmittal (1 p);
- Amendment and Response to Office Action (9 pp).

For transmission problems, please call (650) 849-4825

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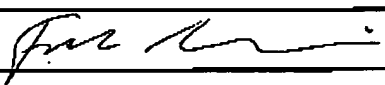
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<b>TRANSMITTAL FORM</b> (to be used for all correspondence after initial filing)		Application Number	09/593,978
		Filing Date	June 13, 2000
		First Named Inventor	Manu Kumar
		Art Unit	2143
		Examiner Name	Michael S.A. Delgado
Total Number of Pages in This Submission	10	Attorney Docket Number	EPI-023 US (7008082001)

ENCLOSURES (check all that apply)		
<input type="checkbox"/> Fee Transmittal Form <input type="checkbox"/> Fee Attached <input checked="" type="checkbox"/> Amendment / Reply (9 pgs.) <input type="checkbox"/> After Final <input type="checkbox"/> Affidavits/declaration(s) <input type="checkbox"/> Extension of Time Request <input type="checkbox"/> Express Abandonment Request <input type="checkbox"/> Information Disclosure Statement <input type="checkbox"/> Certified Copy of Priority Document(s) <input type="checkbox"/> Response to Missing Parts/ Incomplete Application <input type="checkbox"/> Response to Missing Parts under 37 CFR 1.52 or 1.53	<input type="checkbox"/> Drawing(s) <input type="checkbox"/> Licensing-related Papers <input type="checkbox"/> Petition <input type="checkbox"/> Petition to Convert to a Provisional Application <input type="checkbox"/> Power of Attorney, Revocation Change of Correspondence Address <input type="checkbox"/> Terminal Disclaimer <input type="checkbox"/> Request for Refund <input type="checkbox"/> CD, Number of CD(s) _____	<input type="checkbox"/> After Allowance Communication to Group <input type="checkbox"/> Appeal Communication to Board of Appeals and Interferences <input type="checkbox"/> Appeal Communication to Group (Appeal Notice, Brief, Reply Brief) <input type="checkbox"/> Proprietary Information <input type="checkbox"/> Status Letter <input checked="" type="checkbox"/> Other Enclosure(s) (please identify below): Fax Cover Sheet to Examiner
Remarks		

SIGNATURE OF APPLICANT, ATTORNEY, OR AGENT	
Firm or Individual name	Bingham McCutchen LLP
Signature	Fabio E. Marino, Reg. No. 43,339 
Date	November 25, 2003

CERTIFICATE OF MAILING			
I hereby certify that this correspondence is being facsimile transmitted to the USPTO or deposited with the United States Postal Service with sufficient postage as first class mail in an envelope addressed to: Commissioner for Patents, P.O. Box 1450, Alexandria, VA 22313-1450 on the date shown below.			
Typed or printed name	Carolyn Tobias		
Signature		Date	November 25, 2003

This collection of information is required by 37 CFR 1.5. The information is required to obtain or retain a benefit by the public which is to file (and by the USPTO to process) an application. Confidentiality is governed by 35 U.S.C. 122 and 37 CFR 1.14. This collection is estimated to 12 minutes to complete, including gathering, preparing, and submitting the completed application form to the USPTO. Time will vary depending upon the individual case. Any comments on the amount of time you require to complete this form and/or suggestions for reducing this burden, should be sent to the Chief Information Officer, U.S. Patent and Trademark Office, U.S. Department of Commerce, P.O. Box 1450, Alexandria, VA 22313-1450. DO NOT SEND FEES OR COMPLETED FORMS TO THIS ADDRESS. SEND TO: Commissioner for Patents, P.O. Box 1450, Alexandria, VA 22313-1450.

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Appl. No. 09/593,978  
Amd dated: November 25, 2003  
Reply to Office action of August 26, 2003

PATENT  
Docket No. EPI-023 US  
7008082001

Amelia

#9

T.D.

12/03/03

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Dated: November 25, 2003Name of Person Certifying: Carolyn Tobias

Printed Name: Carolyn Tobias

## IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

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Serial No.: 09/593,978  
Applicant: Manu Kumar  
Assignee: E.piphany, Inc.  
Filing Date: June 13, 2000  
Title: APPARATUS AND METHOD FOR COMPANY REPRESENTATIVES TO MONITOR AND ESTABLISH LIVE CONTACT WITH VISITORS TO THEIR WEBSITE  
Examiner: Michael Delgado  
Group Art Unit: 3623  
Attorney Docket: EPI-023 US (7008082001)

Commissioner for Patents  
P.O. Box 1450  
Alexandria, VA 22313-1450

## RESPONSE TO OFFICE ACTION

Dear Sir:

In response to the Office action mailed on August 26, 2003, please amend this application as follows.

Amendments to the Claims are reflected in the listing of claims which begins on page 2 of this paper.

Remarks begin on page 5 of this paper.